
**INTERNAL
CONTROLS**

All local DHS offices must have procedures in place to assure the fiscal integrity and accountability of donations and expenditures. The CRC must follow fiscal policies to assure adequate administrative controls. These include the following practices:

- The local DHS accounting or fiscal unit must maintain the original payment file of registered volunteers or have access to the payment files.
- Documentation that the volunteer is registered must be available to the fiscal unit.
- Appropriate authorization signature(s) must be on each voucher.
- Appropriate program account codes must be used to assure the correct program is charged for the expenditure.
- Documentation is necessary for volunteer reimbursement. One of the following must be used as documentation:
 - DHS-1582-TV-NSE, Non-State Employee Travel Voucher.
 - DHS-4681, Volunteer Transportation Request/Authorization.
 - DHS-4681-P, Volunteer Transportation Request/Authorization/Payment.
 - DHS-4684, Volunteer Services Referral.
 - DHS-4687, Volunteer Services Travel Log/Hours Report.
 - Local office forms which must have a form listed above, correctly filled out, attached.
- Volunteer travel vouchers of more than \$500 for a month or \$250 semi-monthly must be signed by the local office director or designee other than the CRC.
- CRCs verify volunteer's signatures on reimbursement requests.

- When a state car is used by a volunteer driver, the state car log is reviewed for destination, date of transport and point-to-point mileage.
- Vendor payments (Meijer, Target, Ace Hardware, etc.) require a DHS-1291, Payment Voucher. Verification of the purchase must be attached.

Note: See the Reference Forms & Publications Manual (RFF) for more information about the above forms.

DONATIONS

There are cash and non-cash donations.

Cash

Cash donations are those with absolute cash value. This type of donation could be used for a variety of purchases or designated for a specific project. For reporting purposes, checks, gift cards, money orders, gift certificates and grants are cash donations.

Non-Cash

Non-cash donations are items that have an estimated value. For reporting purposes; clothing, furniture, books, cleaning supplies, free admission to an event, and camp scholarships are examples of non-cash donations. In-kind donations, such as free use of a storage locker or use of a rental truck, are reported as non-cash donations.

Management of Donations

All donations are recorded on the DHS-4682, Community Resource Donor Log, VolunteerWorks or local office form; see RFF Item 4682. The following information must be included:

- The date of the donation.
- The purpose (outcome) for which the donation is used.
- The description of the donation. Each item should be listed. If there is more than one item that is alike they can be grouped (such as 6 bottles of shampoo, eight pairs of men's socks, etc.).

- The estimated value of the donation is based on the going rate in your community for a similar item. New items are valued at cost of the item in retail stores. Used items are valued as the cost at a garage sale or thrift shop. Items that are damaged, stained or torn should not be given a dollar value.
- Donor's name and address (if given). If not given, a notation should be made that the donor wishes to remain anonymous. Upon request, donors should be given a statement describing the item(s) given to the agency. A specific dollar value should not be placed on the statement for the items. A DHS-4118, Donation Acknowledgement Card, can be given to the donor. IRS regulations specify certain limits above which a donor must be given a written acknowledgement and specifies what things have to be included in that receipt; see Publication 526, Charitable Contributions Records to Keep sections p. 17-19, also see Publication 1771, Charitable Contributions: Substantiation and Disclosure Requirements at www.irs.gov.
- The recipient of the donated item(s) whenever possible. If the recipient is known at the time the donation is received, the person's name should be listed on the donation log. If a DHS unit, food pantry, clothing center or other group will be the temporary or permanent recipient of the donation, this should be noted on the donor log. If the items are being stored until a need for them occurs, the name of the recipient should be noted when the item is given away. A sign out sheet is suggested for tracking the disbursement of donations that includes date, worker name, client name, case number, etc.

Fiscal Office Responsibility for Cash Donations and Disburse- ments

All cash donations received by DHS Community Resource Program are submitted to the fiscal unit. All donations are recorded and disbursed by the fiscal unit at the direction of the CRC or their designee. The fiscal unit issues a receipt to the CRC and the donor. When the Community Resource Program is ready to use or distribute the cash donation, the CRC makes a written request to the fiscal office using the DHS-1291, Local Payment Authorization, or equivalent local office form. The fiscal office will issue the payment and send an acknowledgment of the payment to the CRC, which will include the check number. In addition, the accounting

office keeps track of the balance in the Community Resource donation accounts. Refer to the section **Memo Control Accounts** in Accounting Manual Item ACM 402-3, **MODIFIED ACCRUAL BASIS BALANCE SHEET AND RELATED ACCOUNTS**.

Reporting Donations

Only those donations over which CRCs have direct control should be reported. A donation is counted if the CRC or local Community Resource Program solicited it, received it, or controls how it is used. If CRCs are working with collaborative groups that collect donations, but the CRC does **not** receive or control the disbursement of the donation, the donation is **not** reported. Internal Revenue Service requires records of all donations to be retained for three years.

VOLUNTEER RECORDS

Following is information about Community Resource Program files.

Note: Volunteer records may **not** be removed from the office unless authorized by the CRC or county director or local office manager.

Individual Volunteer File

An individual file must be maintained for each volunteer providing a service. The file must contain the following items:

- DHS-1181, Volunteer Services Agreement, signed.
- DHS-1182A, Volunteer Registration Record, pages one and two, signed.
- Documentation of background checks: ICHAT check, PSOR Central Registry/Bridges, and Secretary of State.
- Documentation of three references from non-related persons if the volunteer's placement falls under the child welfare licensing rules.
- Proof of a current driver's license, vehicle registration, DHS-1181-A, DHS Volunteer Services Agreement-Transporter and auto insurance if the volunteer is transporting DHS clients.

- Placement information/service position description. Plus copies of volunteer activity reports for three years and copies of volunteer evaluations, if completed during their assignment.

Note: If the volunteer is a client of the agency, his/her case record or services record must be maintained **with other local office confidential files** to prevent unsupervised access to his/her own case record.

Group Volunteer File

One volunteer file is maintained to reflect the activities of a registered group. The file is to contain the following items:

- The contact person's name, address and phone number.
- The approximate number in the group.
- The nature of the service to be provided/service description.

Requests for Information From Volunteer Files

Requests for information included in a volunteer's file may be received from various individuals such as those listed below. Requests can be either oral or written. The request must sufficiently describe the information that is needed:

- A volunteer who wishes to review or ask for copies of information in his/her own file.
- Individuals within the organization may request records to assist in monitoring the Community Resource Program and/or other agency programs that use volunteers.

Example: A request from a representative from the Bureau of Child & Adult Licensing (BCAL) while reviewing the child foster care program.

- Requests for information may be received from non-DHS persons, organizations, corporations, partnerships or associations. An example would be a request for a reference from a possible employer or other volunteer services agency.

The volunteer is entitled to receive a copy of any information in the file. In other instances, information may be released which is not an unwarranted invasion of the volunteer's privacy. Typically this includes things such as name, dates of volunteer service, type of

activity, and performance ratings. A volunteer may consent to the release of any other information.

Record Retention

Community Resource Program activity and program records must be maintained for three years. Volunteers' files must be maintained for five years from the date of inactivity. All fiscal records and documentation must be maintained for seven years.

Review Records Management policy on the DHS-Net/Tools/Records Management.

Public Access to Records under Freedom of Information Act (FOIA)

The Community Resource Program sometimes receive requests for information. Do **not** automatically assume that the requester has the right to the information. The request for information should be considered to be under the guidelines of the Freedom of Information Act (FOIA). These requests require special handling under Freedom of Information Act (FOIA) guidelines.

FOIA Liaison

Each local office must designate an individual as the FOIA Liaison. The FOIA request must be forwarded to the FOIA Liaison in the DHS county office. The FOIA Liaison is responsible for logging the request and gathering the information. All requests are to be forwarded to the liaison for disposition.

Handling FOIA Requests

If it is a FOIA request, a response is due within five business days or there may be financial penalties assessed to DHS; see Handbook Policy on the DHS-NET/Human Resources.